

AWARD NOMINATION

SMALL BUSINESS PARTNER OF THE YEAR

(For presentation at the Annual Small Business Awards ceremony June 2004)

Bureau: Internal Revenue Service

- 1) Please provide the following company information:

Company Name: ABBTECH Staffing Services, Inc.

Address: Dulles International Airport
PO Box 20098
Washington, DC 20041

Telephone Number: (703) 450-5252

President/Owner/CEO: Larry Brady

Business Type (check all that apply):

☒ Small ☐ SDB ☐ 8(a) ☒ Women-owned
☐ HUBZone ☐ Veteran-owned ☐ Service Disabled Veteran-owned

- 2) Please describe how this small business has excelled in the past year in the performance of their contract. Additionally, please provide a brief profile of the firm in your description.

ABBTECH Staffing Services is a Women-owned Small Business, based in Virginia that specializes in the nation-wide placement of Information Technology, Technical, Telecommunications, and Administrative personnel. Their clients include many Federal agencies (FDIC, DOE, DON, DOJ, DPW, Treasury, State, HHS, HUD, NIH, US Courts, US Census, Patents & trademark, USGS, US Mint, VA, USPS, and more) and their commercial clientele currently exceeds 500 companies (Northrop Grumman, IBM Global, EDS, Cisco Systems, Dell Computer, Raytheon, TRW, Verizon, AOL, CSC and others).

ABBTECH's corporate motto is "A Commitment to Service". IRS contracted with ABBTECH to provide Help Desk Specialists to support the workload from empty seats on the End User Equipment and Services (EUES) nationwide Enterprise Service Desk and Computer Technicians in Northeast and Southeast Areas to service the work tickets referred by the Enterprise Service Desk. The initial support of 3 contract Help Desk Specialists at one site was so successful that EUES continued to request and receive support until early 2004 when the utilization of ABBTECH contract services had grown almost 600% to 171 employees at 31 sites nationwide.

The service provided by Abbtech has been excellent. Abbtech meets the goal in their mission statement: "To serve our clients and employees with the highest levels of quality services with fairness, honesty, integrity, and excellence". EUES customers have provided feedback in dozens of voluntary messages praising the high quality of service from Abbtech contract staff. Abbtech's employees work beyond normal business hours at need on short notice and do a first-rate job. Abbtech employees travel to IRS POD's frequently to service IRS customers. Abbtech employees have voluntarily developed procedures to work Enterprise Service desk calls and customer service procedures.

Abbtech's mission statement also states: "To provide the best services at a reasonable cost to our customers". Abbtech rates are good from any perspective. IRS receives excellent service from highly qualified and professional ABBTECH employees at significant savings from the prior vendor providing equivalent services: 19% to 28%, depending on the labor category. For support in new labor categories anticipated in this year, Abbtech's rates again provide significant savings: 28% to 57% over rates of other small businesses within the same GSA Schedule.

Abbtech's management of the contract has been exceptional: they are always available by phone, including weekends. Pre-screening of candidates is performed assiduously to provide IRS with the most qualified employees - this includes providing professional resumes to IRS, a rigorous screening to meet the IRS National Background Investigation Center's screening requirements, providing investigation paperwork to the COTR, and now uses the new automated process to expedite investigations. Monthly invoicing is clear, accurate, and delivered on-time. Abbtech management maintains spreadsheets that detail contractor locations, names for the COTR. In instances where an Abbtech employee leaves the contract, is denied final staff-like access or IRS requests removal, action is immediate: a professional quality replacement is provided very quickly, with no ill effect to the Government. In several short-fuse situations, Abbtech management has exceeded expectations by providing professional support on a very short fuse where no support existed; a current example: Abbtech was asked to provide six extra Senior Computer Technicians, three with IRS Staff-like Access granted, for the relocation of 60 workstations, with one week's notice. Abbtech did the extraordinary in the 9/11 catastrophe by providing within 1 day of IRS' request, twelve Senior Computer Technicians to assist IRS staff in restoration of services in IRS' Manhattan offices.

The measure of the success of this small business on this contract was demonstrated in the address at the 2003 MITS/Procurement Conference of the IRS EUES Director, Colleen Leighty, who described the Abbtech contract BY NAME as "an excellent contract" negotiated by IRS Procurement.